ARAVIND DESAI

**Mobile:** 8545XXXX50

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**Address:** 4-145, Athwa, Surat,
Gujarat 395001.

**PROFILE SUMMARY**

An aspiring BPO professional with 1+ years of experience in assisting customers with products and offering support. My ability to communicate and emotional stability allows me to meet client needs and solve problems. I look for exciting opportunities where I can fully utilize my skills for organizational success.

**EDUCATION**

* B.Com Computers in 2022 from St. Xavier’s College 7.6 GPA
* Intermediate (MPC) 2019 from Triveni Intermediate College with 8 GPA
* 10th class from Little Flower High School in 2017 with 8.3 GPA

**PROFESSIONAL EXPERIENCE**

Currently working as a **BPO Executive** at **XYZ Outsourcing Pvt Ltd** from **05 Jun 2022.**

**Major Job Responsibilities**

* Handle customer enquiries and complaints through calls, emails, and chat messages.
* Provide customer support to troubleshoot problems and resolving issues.
* Upsell and cross selling additional services to customers
* Screen potential customers and qualify leads for sales representatives
* Train new employees about the company’s policies and procedures.
* Monitor customer satisfaction and providing feedback to management
* Attend training and development sessions to stay up to date with the latest company policies.

**TECHNICAL SKILLS**

* MS Office (Word, Excel & PowerPoint)
* CRM Software: Salesforce, Zendesk
* Data entry and processing

**PERSONAL INFORMATION**

Date of birth : 07 Sep 2001

Gender : Male

Marital Status : Unmarried

Father’ Name : Anand Kumar

Languages Known : English and Hindi

Hobbies : Playing Cricket

Religion : Hindu

**DECLARATION**

I hereby declare that all the above mentioned information is correct up to my knowledge.

Place:

Date:      Signature.